



Partners

The North Carolina Connecting to Collections (C2C) Planning Grant partnered with the North Carolina Museums Council (NCMC), the Federation of North Carolina Historical Societies (FNCHS), and the North Carolina Preservation Consortium (NCPC) to increase awareness of the project, to seek topical expertise, and to facilitate communication and networking with professionals, pre-professionals, and non-professionals. All three partners assisted with the C2C project as promised and provided either a session and/or time at the podium during their annual meetings for C2C project staff to share information about the project and to seek additional participation from their members. The NCPC also worked closely with the C2C project to seek methods to increase preparedness. See Appendix A for descriptions of official partner organizations plus other groups with which the C2C project has developed close working relationships. Further, C2C project staff ensured that formal and informal partners had representation as members of the working group.

Brief Overview of Project

The North Carolina Department of Cultural Resources Connecting to Collections planning initiative successfully sought to identify and assess collections preservation and disaster preparedness activities in the state's cultural heritage community and to facilitate deeper partnerships among individual entities and their professional associations and to build relationships within the state's cultural heritage institutions. Through a series of 8 regional forums paired with workshop components, the project served 314 staff and volunteers from 147 institutions. An additional statewide meeting held in Raleigh was also attended by stakeholders including legislators and the Secretary of the Department of Cultural Resources. A working group of professionals from the archives, library, and museum fields developed a survey to gauge preservation and preparedness activities, facilitated the forums and statewide meeting to seek methods to build relationships, assisted project staff, and established a foundation for future educational outreach for professionals and non-professionals working with the state's cultural heritage.

Description of Project Activities (see Quantitative Information Form in Appendix A)

The working group met 4 times to discuss information gathering techniques and to plan the regional forums. The working group felt that the project should take advantage of the opportunity presented by having a good number of staff and volunteers from a wide variety of cultural heritage institutions present at the forums. The working group decided to augment the forums with workshop materials based on a variety of topics including disaster preparedness, digitization, and collections management concepts.

The original project design called for the working group to host 3 regional forums and a statewide meeting in Raleigh. To announce the upcoming forums and to introduce the C2C project, a large format postcard with forum dates and information was mailed to over 950 cultural heritage institutions. These four forums were widely popular. The forums were scheduled so the majority of the working group members could attend, and were held in geographically diverse areas. The basic agenda for each of the three regional forums was similar (see sample agenda in Appendix A). The meetings opened with an overview of the C2C project and a summary of the findings of the Heritage Health Index and North Carolina's own findings through the earlier NC Exploring Cultural Heritage Online (ECHO) survey (2010).

The forums focused on getting representatives from institutions to talk about their challenges and potential solutions. The working group members chaired breakout sessions to discuss these particular challenges and to record solutions (see breakout session planner for session leaders in Appendix A). Following lunch the participants received information on the several statewide consortia in North Carolina. Members of each group shared the podium briefly to describe their organizations and to offer outreach and guidance specific to their discipline.

Project staff then encouraged forum participants to consider the status of their disaster planning initiatives. Included in the handouts for forum participants were extras such as the PreP Plan envelope developed by the Council of State Archivists and the accompanying template materials, the Disaster Response Wheel distributed by Heritage Preservation, and a handful of other materials related to digitization, archival practices, and disaster planning plus information on the ECHO project, the C2C project, IMLS, and partner groups. At a few lucky forums, randomly drawn participants were awarded sample kits for the preservation of photographs or paper. A small registration fee of \$10 was charged to participants to cover the costs of these take-home materials.

Near the end of the one-year project, project staff realized that not all funds had been expended. An extension request was approved and the project then offered an additional 5 regional forums and added a fourth partner, the Society of North Carolina Archivists. These last five forums also included more in-depth training components since project staff had been learning through evaluations that forum attendees needed and wanted more than just talking about their troubles in preserving their collections and planning for potential disasters.

The regional forums were held in a variety of locations throughout the state, using cultural heritage institutions as meeting sites. C2C project staff worked with colleagues at these institutions to encourage the use of facilities as in-kind donations to the project at the following locations: Asheville Art Museum, East Carolina University Joyner Library, Greensboro Public Library, NC Museum of History, Cape Fear Museum, Hickory Arts & Sciences Center, Wilson County Public Library, and Historic Hope Plantation. SNCA covered the building rental fees for hosting the forum in Morehead City at Carteret Community College since the forum was part of a larger conference at the location.

An online portion of the project created a centralized database of resources for collections care and disaster preparedness as well as a GIS map containing coordinates for all cultural heritage institutions in North Carolina and their positions relative to 50- and 100-year flooding predictions in order to assist with disaster planning models. The project began by adding C2C content to the existing ECHO website. Users could access C2C materials through the ECHO main page beginning in October 2009. As the project grew, the working group and project staff realized that C2C needed its own independent website, which was brought online in July 2011. The information and additional resources made available through the new website contain all content developed during the planning grant and regular additions and improvements are added under the Implementation Grant. (see Appendix B for additional information regarding the web content).

Web Hits:

C2C content on ECHO website: October 2009 - October 2011 = 45,514 hits

New C2C stand-alone site July 2011-October 2011 = 5,825 hits

51,339 hits for online users seeking C2C materials!

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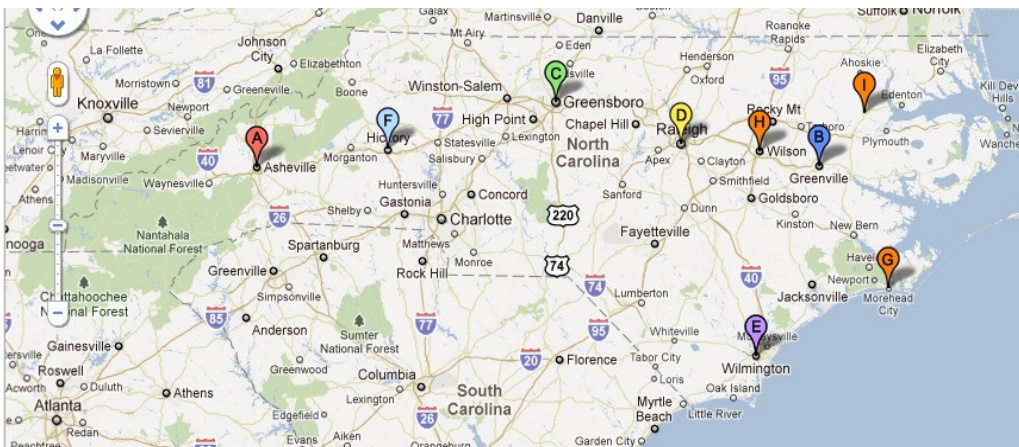
A secondary online project of the grant was a brief survey to complement the findings of the ECHO project survey, whose results were published in 2010. Although the ECHO survey was exhaustive, the working group wanted to know some more details about collections care and disaster preparedness in the state's institutions. The questions focused on whether or not institutions kept their disaster plans as living documents that were regularly updated and used in training scenarios as well as impediments to collections care not addressed by ECHO. Forum participants were encouraged to take the survey. 94 participants began the survey but only 76 completed valid surveys. The survey document as well as the detailed findings of the survey are attached to this narrative and will be summarized below.

The C2C project employed several marketing outreach formats in order to publicize the forums, including traditional print media such as newspapers. Online list serves, websites, and social media tools also spread the news about upcoming C2C forums. To publicize the project in its infancy, a direct mail large format postcard was sent to institutions identified through the ECHO survey process. The postcard alerted staff, volunteers, and board members at institutions that the C2C project was beginning and to mark the dates for the forums on their calendars. (see sample press release and post card text in Appendix A)

Feedback gathered during the breakout sessions, post-forum evaluation forms, and a brief online survey provided project staff with an understanding of the challenges faced by cultural heritage institutions in North Carolina. Detailed analysis of the feedback can be found appended to this narrative and will be summarized below. See Appendix B for analysis of feedback.

Description of Project Audience (see Quantitative Information Form in Appendix A)

The North Carolina Connecting to Collections project sought to reach out to staff and volunteers of museums, libraries, archives, and historic sites across the state. These various groups helped the project staff and working group to understand the current state of collections care and disaster preparedness in North Carolina and assisted in formulating a plan for continued outreach through the C2C implementation project. In order to reach a geographically diverse population, the project held forums in 9 regions: a) Asheville, b) Greenville, c) Greensboro, d) Raleigh (Statewide Meeting), e) Wilmington, f) Hickory, g) Morehead City, h) Wilson, i) Windsor.



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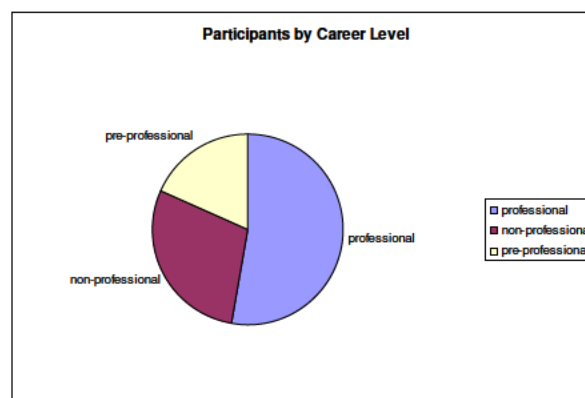
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Some forums were better attended than others but project staff and the working group felt it important to travel throughout the state and host events in a variety of locations, even if that meant that some meetings would be sparsely attended. As an experiment in outreach, the planning grant forums provided an excellent model for the implementation workshop series.

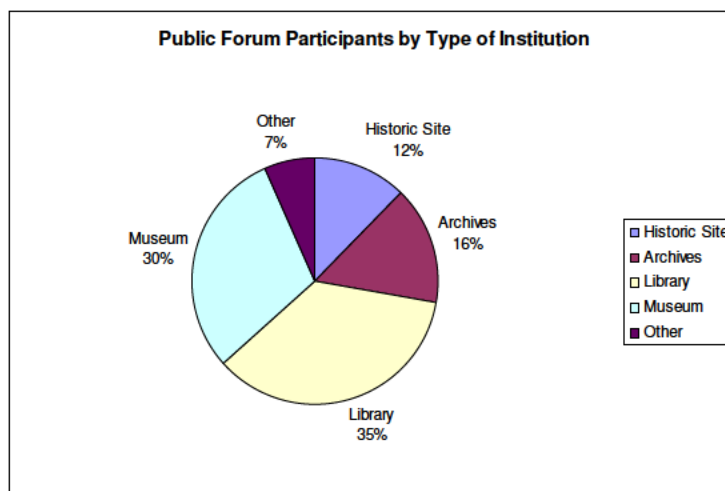
As can be seen from the table below, 314 people attended NC's C2C forums. Further study of attendees shows that 147 different cultural heritage institutions benefitted from our outreach and their representatives were able to share thoughts and ideas in face to face discussions.

A review of participants by career levels shows that the largest majority of participants (166) were classified as professionals. Surprisingly, the second largest category of participants (90) could be classified as non-professionals such as volunteer board members or retirees working as part time staff. The third career category, pre-professionals, is mostly represented by staff members with little or no professional training. The project did not collect data on the numbers of docents who participated in the program.

workshop location	date	total # attendees	professional	non-professional	pre-professional	docent	volunteer	staff
Asheville	12/7/2009	51	31	11	9	n/a	12	39
Greenville	1/15/2010	23	10	6	7	n/a	3	20
Greensboro	2/8/2010	38	31	3	4	n/a	3	35
Raleigh	5/20/2010	87	24	50	13	n/a	9	78
Wilmington	12/6/2010	30	13	5	12	n/a	6	21
Hickory	1/31/2011	35	27	4	4	n/a	5	30
Morehead City	3/30/2011	16	9	4	3	n/a	3	13
Wilson	6/13/2011	20	14	3	3	n/a	2	18
Windsor	6/20/2011	14	7	4	3	n/a	4	10
Totals		314	166	90	58	n/a	47	264



Most of the program participants (264) were full- or part- time staff members of cultural heritage institutions. The project successfully sought to reach all types of cultural heritage institutions. It is interesting to note that attendance at our forums is on par with the ratios of cultural heritage institutions in the state, with the largest number of forum participants from museums and libraries. Note: "Historic Site" refers to institutions that include historic house museums and other museum environments.



Project Analysis

The NC C2C planning grant project has been successful in helping the project staff and working group to develop a deeper understanding of the challenges and victories of the state's cultural heritage institutions. Although earlier studies such as the nationwide Heritage Health Index and the statewide ECHO surveys gave us much information regarding the problems facing institutions in the realms of collections care and disaster preparedness, the NC C2C project has taken the next step in finding concrete and attainable solutions by providing tools for workers in our institutions, using input received directly from those institutions. C2C has learned what is working, where problems exist, and where further improvements can be made to increase responsible custodianship of our collective heritage.

A forum participant:

"I'm like a match – I just need a spark to get going"



C2C is that spark!

The forums offered by the planning grant gave C2C project staff and the working group clear ideas to move forward into the next phases of the national Connecting to Collections Initiative. Through a survey, brainstorming sessions, and workshop evaluations, patterns of needs began to emerge and logical solutions quickly presented themselves. A detailed analysis of data collected through the project can be found in Appendix B.

The survey, meant to be short and complementary to the ECHO survey, demonstrated clear deficiencies in institutions, regardless of size, scope, or funding. The basic conclusions drawn from the survey:

Disaster Preparedness

Although the C2C survey found that the number of North Carolina institutions without written disaster plans dropped from 72% to 45%, the following points are important to understand the full picture:

- 47% of institutions with written plans don't have staff trained to carry out the plan
- 63% of institutions with written plans do not hold training exercises (including simple fire drills)
- Only 14% of institutions' written plans include instructions for collections salvage
- 40% of institutions do not have a kit of supplies for emergency collections salvage
- Most institutions do not adequately plan for the preservation of vital paper and electronic records in the event of a disaster

It appears that more institutions have developed written disaster plans as a result of statewide and national initiatives to encourage preparedness. However, they do not take the next steps to completely prepare their staff and collections for disaster. Many times we have heard in our forums that plans are written and on the shelf in someone's office but that they've not been updated in years.

Collections Care

- Collections are **increasing** rather regularly in all institutions, but their budgets for collections care are **decreasing**.
- Some institutions (less than 30%) are making strides in improving environmental conditions in collections storage areas. Most collections are still housed in less than favorable environments.
- Theft and misfiles account for 51% of collections losses in the last three years.

Institutions and their staff members acknowledge that they have obstacles to caring for their collections. Some fortunate locations have recently improved shelving or are looking forward to major renovations. However, other institutions know they have real problems: "We have some off-site storage in a location with no HV/AC; there are leaks overhead and windows with no protection from sunlight." (survey comment on improvements to collections storage question)

All participants acknowledge that staff at cultural heritage institutions need training and refresher courses for both collections care and disaster preparedness. When asked what sorts of training would be useful, respondents in the survey, brainstorming sessions, and post-forum evaluations all replied with a variety of collections conservation/preservation topics as well as disaster response training, grantwriting, and digital projects. (see Appendix B for details on workshop requests)

The C2C planning project proposal called for the establishment of a working group to: 1) "identify, coordinate, and assess collections preservation and disaster preparedness activities in the state's cultural heritage community" and 2) "facilitate deeper partnerships among individual entities and their professional associations and build relationships with community representatives and political supporters to plan for sustainable, long-term success in these activities." Through public forums, a survey, and evaluations, the first objective of the grant was met.

The second objective was partially met. The project did manage to facilitate deeper partnerships between individuals and professional associations through networking opportunities at C2C-sponsored events and by C2C reaching out to create new partnership opportunities. Forum participants repeatedly thanked the C2C project for providing them with information about groups such as the NC Museums Council or the NC Preservation Consortium. By spreading the word about these organizations to our program participants, we have helped those partners expand their reach and more effectively achieve their internal goals.

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The second part of the objective, to build relationships with stakeholders to plan for sustainable, long-term success in preservation activities, wasn't as successful. Although the project did succeed in bringing some high-profile legislators and other stakeholders together at a meeting in Raleigh, no solid plan for improving collections care across the state has been developed nor has a legislative or gubernatorial mandate been issued. However, the Secretary of the Department of Cultural Resources has seen the value in offering outreach as proposed by the C2C project and supports ongoing efforts to provide professional training programs. Given the current economic downturn, and the very painful cuts to the department's budget, the agency cannot sustain the training programs in the short term with either staff or resources without outside financial assistance. It is hoped that grants can sustain the program until the economy improves and funding can be developed from appropriations to support a permanent solution inside the agency.

Other proposed activities of the grant application were to "create and enhance databases" to make information gathered by the project on collections care and disaster preparedness activities broadly available and "to hold regional meetings to share information, seek input, and facilitate relationships between statewide and local institutions." The project resulted in the creation of a new and growing website containing information on collections care, disaster preparedness, and a host of other topics related to concerns of cultural heritage institutions. Three regional meetings plus a statewide meeting were held and an extension allowed for re-tooling the budget to offer an additional five regional meetings, furthering the project's ability to gain input and assist institutions. Throughout the progress of the grant, partner institutions benefitted from information sharing and increased visibility through C2C literature, web activities, and referrals.

The greatest achievement of the project was the establishment of a plan to decentralize outreach and take information out to the far reaches of the state to start a dialogue and build relationships with local institutions far removed from the state capital of Raleigh. The Department of Cultural Resources can expand this plan and incorporate the knowledge gained from C2C into its other branches. Following a close second in achievement was the creation of a website where information can be added and updated. Many participants in forums wanted a centralized repository of information so that they could go to one spot on the web to find resources on conservators, care topics, disaster planning, training opportunities, and other useful information.

Unanticipated events that led to delays in the project began early with a change in project personnel. LeRae Umfleet replaced Andrea Gabriel in April 2009 as Project Director. After catching up on the details of the grant project, LeRae then worked with other project staff to establish a geographically diverse working group of professionals from a variety of backgrounds. The working group then held its first meeting in June 2009. Therefore, as a result of these initial delays, the project began in earnest about 3-4 months behind schedule.

Secondary delays in the project were related to staffing and management of the Department of Cultural Resources' Information Technology branch. The original grant framework planned for the project to hire a temporary staffer to assist in the development of the GIS floodplain map and other web components. However, problems with staffing inside the IT branch led to only a portion of the project being completed by a part-time temporary staffer. The remainder of the web project was completed in a two-part approach, using internal DCR staff to build the GIS components and an outside contractor to

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complete the website build. Approval for the change in this portion of the project was received from IMLS in June 2011.

Regardless of delays, the tangible impact and outcomes of the C2C Planning Grant project are undeniable. Foremost, the planning grant laid the groundwork for the application and receipt of an Implementation Grant, which is offering a series of workshops on collections care and disaster preparedness, encouraging networking, and fostering a better environment for care and planning for collections preservation across the state. Secondly, the planning grant established a framework for regional outreach by the Department of Cultural Resources. The Department of Cultural Resources, as the state's primary agency responsible for the preservation of our state's history, has a statutory obligation to promote the preservation of all of our state's history, not just the objects and documents housed in state repositories. The C2C project enables the agency to accomplish this goal in what has become a recognized brand both inside and outside of the department and the great community of the state's cultural heritage institutions. Further, C2C and her partner institutions are working hand-in-hand to offer an array of materials, workshops, and other tools to improve both collections care and disaster preparedness using the knowledge gained as a result of the survey and feedback processes.

The C2C brand has become recognizable for institutions and they trust that resources we pass along to them are applicable in real-life situations at museums, libraries, archives, and historic sites.

Forum participants were happy to provide feedback and many took away valuable tools and knowledge:

- "Wonderful-helpful-inspiring-empowering. I feel I gained tools for dealing w/ issues that are a source of frustration and confusion."
- "I have been reluctant to attend any workshops; because I felt inadequate. After attending workshops I found that my problems were not unique & I was not alone."
- "can't wait to get back to the office and apply the new knowledge!"
- "It was great to learn from real life stories presented by people who are so experienced & positive."
- "I am especially grateful for the various refresher courses. Despite the years I've been in the field, it is always very helpful to be reminded of the best or new ways to solve various collections issues."
- "through both presentations and break out discussions I've accumulated many good ideas to take back to my team"

We also asked if the information presented at our forums was helpful and useful to participants in making changes at their home institutions. Answers varied, with many providing a simple "yes." However, some of our more outspoken attendees elaborated:

- learned about consortiums I didn't know about
- yes, **we will work on the disaster plan**
- need for a disaster plan and talking to local emergency services personnel
- yes, want to follow up on some of the ideas
- very helpful, good information for followup
- hopefully, **once again, I'm reminded that we really need a disaster plan**
- It was an excellent refresher and introduced me to organizations of which I was unaware
- Yes, I plan to share information with staff
- Yes. We are in the midst of addressing all these issues.
- Definitely--**This has given me specific information, ideas about resources and lots to think about.**
- I'll be sharing my notes with my colleagues.
- most definitely, we have a long way to go
- **being a small museum all knowledge helps make informed decisions**
- absolutely; we are really in a start-up place and need lots of guidance
- yes, FEMA, wheel

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- yes. I think it will spur me to get to work on writing a disaster plan specifically targeted to my unit within the library
- yes in that it provided baseline info about unfamiliar programs

Next Steps

The C2C project applied for and received one of the first round Implementation Grants. The focus of the Implementation Grant project is a series of regional workshops on a variety of collections care and disaster preparedness topics. To date, these workshops and associated outreach have provided useful tools and resources to 815 participants from all over the state in face-to-face encounters. The project runs through 2012 and it is hoped that additional grant funding can be found to sustain the C2C project.

We are finding that many of the most vulnerable collections need on-site help. Their staff and volunteers have come to workshops, understand the basics of their challenges, but need help getting started – it is almost as if a SWAT-team approach is needed, much like the technique discussed by Delaware at AASLH in September 2011. The C2C project is developing plans to address the need for site visits to consult on collections care issues as well as helping institutions develop and test viable disaster plans. This site visit concept is still in its infancy and may not be economically viable at this time, given travel distances and staff constraints. One option being tossed about is an application process in which site visits would be coupled with training sessions for other institutions in the area, thus implying a collective application and encouraging regional cooperation. Additional funding beyond the C2C implementation grant will be needed to facilitate these initiatives.

The greatest asset to the C2C project is staff. Funding for qualified collections care and disaster response staff and administrative support staff under the Implementation Grant has enabled the greatest amount of outreach. Continuing to find grant funding to keep these staff members in place is the greatest challenge facing the C2C Project Director.

Basic Q& A:

What is working?

Statewide consortia and national leaders such as IMLS and Heritage Preservation are getting the word out about the necessary importance of collections preservation and disaster preparedness. Institutions are either taking the first steps in preparing and planning for their collections or realize that they should be doing these steps.

Where do problems exist?

Despite the outreach, institutions are not making long term commitments to improvements to collections care and preparedness beyond initial steps. Lack of funding and inadequately trained staff are two impediments to sustained care and planning initiatives.

Where can further improvements be made?

Continuing and escalating levels of outreach to develop basic approaches to care/disaster planning followed by more complex training will perpetuate the conversation in institutions and encourage constant improvement.

Appended Materials

Appendix A: Narrative Supporting Documents

Appendix B: Grant Products

(Detailed Survey Findings, Participant Feedback, Website Content)

Project Partners

Federation of North Carolina Historical Societies

The Federation of North Carolina Historical Societies is a statewide coalition of societies, associations, and commissions that are dedicated to preserving and promoting history in North Carolina. The Federation is a nonprofit organization, administered through the NC Office of Archives and History, whose mission is to promote local history, to foster cooperation among local and regional historical organizations, and to support history education.

www.fnchs.org

North Carolina Museums Council (NCMC)

The purpose of NCMC is to enhance public education by improving the administrative, interpretive, and collections practices of museums, historic sites, science centers, and related facilities in North Carolina. NCMC also strives to stimulate public support for the work these facilities undertake, to provide a forum where council members can exchange ideas, and to foster cooperation and improved communication between member organizations and the communities they serve.

www.ncmuseums.org

North Carolina Preservation Consortium (NCPC)

NCPC is a nonprofit organization dedicated to the preservation of collections in our State's libraries, archives, museums, historic sites, and other heritage institutions. Our preservation mission addresses the proper care and handling of materials; storage and environmental control; disaster preparedness and recovery; the repair, reformatting, and conservation of damaged items; and collection security. NCPC supports the preservation of information content and the medium as artifact, in new and traditional formats for present and future generations. NCPC also informs the general public about preservation for private collections and family treasures.

www.ncpreservation.org

Society of North Carolina Archivists (SNCA)

SNCA is a nonprofit organization which promotes cooperation and the exchange of information among individuals and institutions interested in the preservation and use of the archival and manuscript resources of North Carolina; shares information on archival methodology and the availability of research materials; provides a forum for discussion of matters of common concern as they pertain to the archival profession in North Carolina; and cooperates with organizations and professionals in related disciplines.

www.ncarchivists.org

State Historic Records Advisory Board (SHRAB)

SHRAB is the central advisory board for historical records planning and project assistance in the state and is responsible for statewide implementation of the objectives of the National Historical Publications and Records Commission (NHPRC). SHRAB evaluates grant proposals submitted by North Carolina applicants to the NHPRC; SHRAB conducts statewide studies and surveys to assess and define the conditions and needs of our state's historical records; and SHRAB offers educational programs and sponsors conferences, workshops, and other activities to promote awareness of archives and records in North Carolina.

www.history.ncdcr.gov/SHRAB

Connecting to Collections Working Group

Statement of Purpose

The Connecting to Collections Working Group provides informed recommendations and advice to the Department of Cultural Resources and the Connecting to Collections staff to help assure a successful, responsive program. Members freely share experience and expertise in order to enhance the collective body of knowledge the NC ECHO project provides North Carolina's cultural heritage community. The Connecting to Collections Working Group represents the concerns of cultural heritage professionals and serves as a communications link between the project and relevant institutions and government agencies.

Members

John Campbell, Collections Section Chief, North Carolina Museum of History, 5 East Edenton Street, Raleigh, North Carolina 27601-1011. [REDACTED]

Gwen Gosney Erickson, College Archivist, Guilford College, 5800 West Friendly Avenue, Greensboro, North Carolina 27410. [REDACTED]

Ruth Haas, Director, Cape Fear Museum, 814 Market Street, Wilmington, North Carolina 28401. [REDACTED]

Martha Battle Jackson, Curator, North Carolina Historic Sites, 2625 Mail Service Center, Raleigh, North Carolina 27699-2625. [REDACTED]

Robert James, Executive Director, North Carolina Preservation Consortium, PO Box 2651, Durham, North Carolina 2771-2651. [REDACTED]

Laura Ketcham, Outreach Coordinator, Federation of North Carolina Historical Societies, Department of Cultural Resources, 4610 Mail Service Center, Raleigh, North Carolina 27699-4610. [REDACTED]

Peter Koch, Education Associate, Mountain Heritage Center, Western Carolina University, Cullowhee, North Carolina, 28723. [REDACTED]

Sarah Koonts, Collections Management Branch Head, North Carolina State Archives, 4614 Mail Service Center, Raleigh, North Carolina 27699-4614 [REDACTED]

Grant Pair, Assistant State Librarian for Statewide Development Programs, State Library of North Carolina, 4640 Mail Service Center, Raleigh, North Carolina 27699-4640. [REDACTED]

Frank Thompson, Curator, Asheville Art Museum, PO Box 1717, Asheville, North Carolina 28802-1717. [REDACTED]

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Connecting to Collections Planning Grant Staff

Hilary Perez, Project Archivist, North Carolina ECHO, State Library of North Carolina, 4640 Mail Service Center, Raleigh, North Carolina 27699-4640. [REDACTED] [REDACTED] [left project in December 2009]

Michelle Shoemaker, Project Assistant, North Carolina ECHO, State Library of North Carolina, 4610 Mail Service Center, Raleigh, North Carolina 27699-4610. [REDACTED] [REDACTED]

LeRae Umfleet, Project Manager, North Carolina Department of Cultural Resources, 4610 Mail Services Center, Raleigh, NC 27699-4610. [REDACTED] [REDACTED]

North Carolina Connecting to Collections (C2C)

Public Forum #1

Pack Place, Asheville, NC

December 7, 2009

9:00	Registration opens	
10:00	Welcome and Introduction of the C2C project	LeRae Umfleet
10:10	Review of the ECHO project and survey results	Hilary Perez
10:50	Break	
11:00	Breakout sessions	C2C Working Group
12:00	Lunch	
12:30	Introductions of consortia opportunities	
	North Carolina Preservation Consortium	Robert James
	State Historic Records Advisory Board	Sarah Koontz
	North Carolina Museums Council	John Campbell
	Federation of NC Historical Societies	Laura Ketcham
	Society of North Carolina Archivists	Gwen Erickson
	Mountain Area Cultural Resources Emergency Network	Frank Thomson
1:00	Review of Disaster Planning Materials	Sarah Koontz
1:30	Roundtable Discussion	C2C Working Group
2:00	Close	

Break Out Sessions -- Discussion Planner (for session leaders)

*** We only have about an hour to go through the discussions

The goal of the discussion is to tell us how to help – as such, your group should create two lists – one list of concerns regarding collections care/disaster preparedness and one list of solutions to those concerns (i.e. how C2C can find ways to help institutions do their jobs better)

Pertinent Data from the NC ECHO Survey of Institutions:

- NC institutions house +13 million objects, +200 million linear ft of archival materials
- Of approximately 800 institutions....
 - 72 % of institutions have no disaster response plan
 - 60 % describe storage as inadequate
 - 86% have no professional conservation staff
 - 14 % have no environmental controls
 - 30 % have no fire suppression system
 - 29 % have experienced some collection loss in the last year

OPEN the conversation (5-10 minutes)

If needed, explain C2C quickly, feedback will help us address their needs/concerns in the best way(s) possible. Explain benefits of participation (news of events/future applications for assistance/grants information/etc)

Objective: to share information, improve collaboration, encourage participation

Beginning: **“Which is your biggest concern – collections care or disaster planning?”**

Extra detail if needed: Do you know that both go hand in hand to protect your collections? Studies have shown that objects/papers/books housed in archival box files often fare better than unboxed material because the boxes are made of porous board stock which can be expected to absorb most of the water, protecting the contents inside. This would not be the case of course if they were completely immersed under water for many hours.

CLARIFY (discussion) (10 -15 minutes)

Seek information on set of points below --- do points related to their answers to biggest concern (collections care or disaster planning) first but try to address both categories.

Identify issues and concerns (have recorder write the issues/concerns on poster paper) Rank issues and concerns in order of urgency/importance. Be sure to get input from as many participants as possible. If they're hesitant to start, get them going with some points from your own institution or use the discussion points below.

Disaster Planning/Recovery Discussion Points:

What types of disasters have your institutions experienced? Major flooding (ex Floyd) or minor water damage (ex broken water pipes, leaky roofs), tornado, etc.

Have you lost portions of your collections due to other factors (theft, vandalism, pests, improper handling, etc)? Explain.

Why do most institutions not have written disaster response/recovery plans?

Have you ever held a disaster response training exercise? If you have a disaster plan, do you have a recovery kit? If you have a plan, do you have a trained response team?

Would collective purchasing of disaster preparedness/recovery supplies be useful?

Who would you call for assistance in a major disaster? NCDCCR, NCPC, NCMC, SNCA, MACREN, AIC, Belfor USA

Collections Care Discussion Points:

Are your collections growing at a regular pace or have you reduced your incoming collections due to inadequate storage or other considerations? Explain

How do you catalog your collections?

What is your storage environment like? What types of improvements to your storage environment have you been able to implement recently? (shelving, boxes, protective sleeves, etc)

Has your budget increased or decreased over the last 3 years? Has your staff grown or reduced? Have you lost or gained professionally trained staff? Do you have someone assigned to manage the care of your collections?

What kinds of training sessions would you like to have access to?

Would you be interested in collective purchasing of collections care supplies?

DEVELOP (brainstorm solutions) (10 – 15 minutes)

Seek solutions to problems identified in CLARIFY
Make another list of solutions (use the format below)

Issue/Concern (ranked by importance greatest to least)	Solution

AGREE (review) (5 – 10 minutes)

Review chart and confirm that everyone agrees that the rankings/solutions best fit their concerns.

CLOSE (2 minutes)

Thank everyone for participation and explain that these points will be discussed with the larger group after lunch.

Direct participants to the area where boxed lunches are available, and explain that we will be eating in the main assembly space.

**** Turn your brainstorm charts over to LeRae or Hilary so things can be prepped for the panel discussion after lunch.

Breakout Session discussion leaders/recorders for Asheville (this was arbitrary so you can switch leader/recorder if needed)

Session Number	Discussion Leader	Recorder
1	Martha	Laura
2	Robert	Gwen
3	John	Peter

Sarah will “float” amongst the sessions to get conversations going if they stall.

LeRae, Hilary, and Frank will be available as well although they may be involved with event management tasks.

C2C Introductory Post Card
(Mailed to approximately 950 NC institutions)



NC Connecting to Collections Regional Forum

The NC ECHO project surveyed NC's cultural heritage institutions and found that collections preservation and disaster preparedness are universal concerns. In response, the NC Dept. of Cultural Resources has received an IMLS Connecting to Collections grant to help NC's archives, museums, library special collections and historic sites care for the state's valued collections. NC Connecting to Collections is hosting three regional forums to bring together staff and volunteers at these cultural heritage repositories to explore ways that the project can assist institutions in collections care. Please join us!



Data from the NC ECHO Survey of Institutions:

- +13 million objects, +200 million linear ft of archival materials
- 72.2% of institutions have no disaster response plan
- 59.8% describe storage as inadequate
- 86.0% have no professional conservation staff
- 13.7% have no environmental controls
- 29.8% have no fire suppression system
- 28.9% have experienced some collection loss in the last year

The first forum will be held December 7th in Asheville
Find more info and register online at www.ncecho.org
Registration is \$10



NC Connecting to Collections
4610 Mail Service Center
Raleigh, NC 27699-4610



**NORTH CAROLINA
DEPARTMENT OF
CULTURAL
RESOURCES**
www.ncculture.com



Save the Date!

December 7, 2009
10am-2pm
Pack Place,
Asheville

January 15, 2010
East Carolina
University,
Greenville

February 8, 2010
Greensboro Public
Library,
Greensboro



Beverly Eaves Perdue, Governor

Linda A. Carlisle, Secretary

North Carolina
Department of Cultural Resources

News Release

Contact: LeRae Umfleet [REDACTED]
Fay Mitchell [REDACTED]

Release: January 4, 2010

Agencies Plan to Protect Historical Collections and Heritage Holdings

RALEIGH – Rare books, precious quilts, and historic documents are among the many materials in libraries, archives and museums that are too valuable to lose. Yet when disaster strikes, that sometimes happens. The N.C. Department of Cultural Resources (www.ncculture.com) is holding a meeting on Friday, January 15, at 10 a.m. at Joyner Library on campus at East Carolina University in Greenville to help employees of cultural organizations prepare to meet disaster and discuss how best to care for their collections.

Cultural Resources received the Connecting to Collections Statewide Planning Grant from the national Institute of Museum and Library Services. The Greenville meeting is one of three regional planning meetings hosted by 12 heritage professionals with employees and volunteers from cultural agencies. The public forums will gather information on how to best help institutions plan for their collections' long term care. A GIS map of heritage institutions and database of resources also will be created.

"This project provides an excellent opportunity to focus attention on the constant challenges of preservation and care of collections and disaster preparedness for institutions," observes Project Manager LeRae Umfleet.

N.C. ECHO (Exploring Cultural Heritage Online – www.ncecho.org), a project of the State Library of North Carolina, identified nearly 1,000 cultural institutions in the state. These agencies protect and preserve approximately 13.8 million objects and more than 200 million linear feet of archival materials.

The first meeting was Dec. 7, at Pack Place in Asheville; the second Jan. 15, 2010, at East Carolina University in Greenville; the third Feb. 8, 2010, at the Greensboro Public Library. Required registration is \$10; visit www.ncecho.org to register.

The Institute of Museum and Library Services (www.ims.gov/2009/021909.shtm) is the primary source of federal support for the nation's 122,000 libraries and 17,500 museums with the mission to create strong libraries and museums that connect people to information and ideas. The Department of Cultural Resources is the state agency with the mission to enrich lives and communities, and the vision to harness the state's cultural resources to build North Carolina's social, cultural and economic future. Information is available 24/7 at www.ncculture.com.

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IMLS Final Report Part 2

North Carolina Connecting to Collections - Planning Grant Final Report Narrative

Grant Number: LG-41-09-0014-09

Institution Name: NC Department of Cultural Resources

Grant #: LG-41-09-0014-09

A. SITE SPECIFIC PROJECT ACTIVITY: Public Forums/Website/Survey

1. _____ Total # of collection items conserved, relocated to protective storage, rehoused, or for which other preservation-appropriate physical action was taken.
2. _____ Total # of collection items digitized, scanned, reformatted, or for which other electronic or digital preservation action was taken.
3. _____ Total # of collection items with new or enhanced accessibility (include items that were cataloged or for which finding aids or other records were created or computerized) [includes ____ items made accessible to users other than grantee staff for the first time, ____ items with new or enhanced access for staff only].
4. _____ Total # of lectures, symposia, demonstrations, exhibits, readings, performances, concerts, broadcasts, Webcasts, workshops, multi-media packages, or other learning opportunities provided for the public (do not include PSAs or other promotional activities) [includes _____ out-of-school or after-school programs, _____ exhibits].
5. 1 Total # of tools created, improved, or produced for searching, information management, or information analysis by users other than or in addition to grantee staff. **GIS floodplain Map on website**
6. 9 Total # of conferences, programs, workshops, training sessions, institutes, classes, courses, or other structured educational events provided.
7. _____ Total # of internships, apprenticeships, mentoring opportunities, or other extended educational opportunities provided.
8. _____ Total # of degrees/certificates earned as a result of the grant [includes _____ Master's, _____ Ph.D. degrees, _____ other (specify): _____].
9. _____ Total # technology upgrades or improvements (specify): _____
_____.

10. If your grant engaged in other activities not covered by the categories above, please briefly identify and quantify them here. Attach another sheet if necessary.

B. PORTABLE PRODUCTS (relating to the activity named in section A.)

11. _____ Total # of research reports, papers, books, reprints, or other publications generated.

12. 2 Total # of Web sites developed or improved [include URLs/addresses:
www.ncecho.org (C2C content added) and www.c2c.ncdcr.gov (new)]

13. _____ Total # of learning resources produced [includes
_____ oral histories, _____ curriculum resources, _____ curriculums, _____ Web-based learning
tools, or _____ other (specify): _____].

14. _____ Total # of key management documents created
[includes _____ emergency plans, _____ conservation surveys, _____ strategic plans,
_____ other (specify): _____].

15. If your grant created one or more quantifiable products not covered by the categories above, please briefly identify and quantify them here. Attach another sheet if necessary.

The C2C project developed a short survey to augment information previously gathered concerning collections care and disaster preparedness in the state's cultural heritage institutions. Of the 94 users who began the survey, 76 completed the survey document on www.surveymonkey.com.

C. PARTICIPANTS/VISITORS/USERS/AUDIENCE (relating to the activity named in section A.)

16. 13 Total # of **community organization partners** [includes 9 informal partners, 4 formal partners].

17. _____ Total # of **schools** (pre-K through grade 12) that used services provided by your grant (include only schools that actively participated, not those to which material was simply distributed or made available) [includes _____ students participating in field trips].

18. _____ Total # of **teachers** supported, trained, or otherwise provided with resources to strengthen classroom teaching or learning.

19. _____ Total # of **pre-K through grade-12 students** served [includes _____ youth 9-19 who used, participated, visited, or otherwise interacted with activities, experiences, resources, or products offered by your grant].

North Carolina Connecting to Collections - Planning Grant Final Report Narrative

Grant Number: LG-41-09-0014-09

20. _____ Total # of **viewers and listeners** for radio, television, and cable broadcasts (for series, include total actual audience for all broadcasts; do not include audience for PSAs or other promotional activities or Webcasts; do not report potential audience).

21. 51,339 Total # of **users of Web-based resources** provided by your grant (include all individuals the project served). Choose the measure that best represents your use rate (choose only one): X visits (hits), _____ unique visitors, _____ registered users, _____ other measure (specify):
_____.

22. 314 * Total # of **individuals** benefiting from your grant (include all those from questions 18-21 plus others the project served, including staff or others in your field). Only include those who actually participated or used your project services in some way.

*** Note: Items 22 and 23 apply only to forum attendees. Using available resources, there is no way to accurately determine specific information on users of our web materials since we don't require log-in or subscriptions.**

23. This number includes: 166 professionals, 148 non-professionals or pre-professionals, _____ docents or interpreters, 47 volunteers, 264 staff that received services provided by your grant.

24. If your grant served one or more quantifiable audiences not covered by the categories above, please briefly identify and quantify them here. Attach another sheet if necessary.

C2C developed a FaceBook page during the Planning Grant and it has been expanded under the Implementation grant, with a recent push to add regular updates at least 2-3 times a week. The page currently has 119 "Likes."